

PRESS RELEASE

PRECAUTIONARY RECALL OF 3+ AVALANCHE TRANSCEIVERS RUNNING SOFTWARE VERSION 2.1

Feedback from our SAFETY ACADEMY PARTNERS has revealed that, in some very rare situations, temporary disruption of the transmission function may occur on our 3+ avalanche transceivers running software version 2.1. This can lead to prolongation of the search process. The reason for the disruption is a software error.

There have been no known accidents caused by the software error. As a precautionary measure to ensure our customers are not at risk, we are recalling all 3+ transceivers running software version 2.1. Devices affected by the recall may no longer be used without the required software update.

This precautionary recall applies exclusively to ORTOVOX 3+ avalanche transceivers running software version 2.1.

3+ devices running software versions 1.0, 1.1, 2.0, 2.2 – no matter what color – and all other ORTOVOX avalanche transceivers (S1+, S1, ZOOM) are not affected.



BACKGROUND INFORMATION

The safety of our customers has been our highest priority since our company was founded in 1980. ORTOVOX has been selling the 3+, an innovative product for alpine emergencies, since 2010. Despite our comprehensive quality control measures, we have now discovered a scenario that has never before occurred in our QA processes.

RECALL PROCEDURE

The new software version 2.2 will rectify the error. Affected device can be sent in from May 25 onwards.

All necessary information about identification of affected devices as well as about the recall procedure can be found on our website: www.ortovox.com/recall-3plus.

PRESS CONTACT: